



Australian
Centre for
Disease
Control

Job application kit

Executive Level 1

Assistant Director - ICT Operations

Reference: 26CDC-OIB-10071

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Classification level: Executive Level 1

Job title: Assistant Director – ICT Operations

Group/Division/Branch/Section: Australian Centre for Disease Control / Strategy and Operations Division / Operations and Integrity Branch / Technology, Property and Security Section

Employment type: Ongoing / Non-ongoing

Salary: \$124,951 - \$142,509 per annum

Base location: Canberra, Surry Hills, Melbourne, Brisbane, Adelaide, Perth

Security clearance requirements: Negative Vetting 1

Contact officer: Jesse

About the Australian Centre for Disease Control (Australian CDC)

The Australian Centre for Disease Control (CDC) is at the frontline of improving Australia's ability to prepare for and respond to public health challenges, including pandemics. The Australian CDC is an independent technical advisory agency on public health matters and a leader in disease control, preparedness, response and prevention.

We bring together experts, data and evidence to provide independent public health advice to government. Our advice informs government decisions about preventing and controlling diseases and preparing Australia for future health threats. The CDC collaborates with national and international health bodies to strengthen Australia's public health infrastructure.

For more information on what we do, visit our website: [Australian Centre for Disease Control](#).

Working with us

The Australian CDC is a dynamic place to work, offering professional growth and flexible and competitive employment conditions. Our workspaces and our culture reflect a modern, flexible and safe work environment, empowering our people to deliver their best work. We value diversity and embrace inclusion.

A job with the CDC offers:

- exciting and fulfilling work, collaborating with experts to innovate and contribute to safeguarding Australia from human diseases and public health threats
- networking opportunities with experienced leaders who support you to achieve your career ambitions
- a respectful, inclusive and safe workplace where you are supported to perform at your best
- an attractive remuneration package including generous employer superannuation contributions and allowances
- support for mutually beneficial flexible work arrangements, such as part time work, or working from home or remotely, where operational requirements allow
- modern, activity-based offices and a digitally enabled work environment to enhance communication, collaboration and innovation.

About the Technology, Property and Security section

The Technology, Property, and Security Section plays an essential role in ensuring that the Australian CDC is supported by secure, reliable, and suitable ICT, security, and property capabilities. This section is responsible for delivering and overseeing core ICT services, primarily facilitated through shared service arrangements. Additionally, it provides governance, cybersecurity oversight, digital capability support, and technology project management to guarantee that the organisation's systems and infrastructure remain resilient, compliant, and aligned with strategic priorities.

Alongside ICT, the section oversees all protective security and property functions, which encompass personnel, physical and information security, risk governance, and the management of safe, well-maintained facilities. By integrating technology, security and property functions, the section enables safe, secure and agile working environments that support operational continuity, foster a positive security culture and ensure the CDC can meet its current and emerging public health responsibilities effectively.

The opportunity

We are seeking a skilled and collaborative ICT leader to strengthen the Australian CDC's digital operating environment by coordinating the delivery and performance of ICT services provided through the Department of Health, Disability and Ageing(DHDA) shared service arrangements. You will play a vital role in ensuring Australian CDC staff have access to reliable, secure and user centric technology services and business applications that enable effective public health operations.

As Assistant Director, you will lead ICT operational support functions, guide a small multidisciplinary team, and act as one of the Australian CDC's primary ICT coordination points—working closely with DHDA Shared Services, managed service providers, business system owners and internal stakeholders. You will bring strong judgement, relationship management expertise and the ability to influence service outcomes across a complex, multi-agency operating environment.

You will also play a key role in building the Australian CDC's future ICT capability, helping to shape how technology supports service delivery, enabling improved digital maturity, and contributing to the establishment of fit for purpose ICT processes and user experience standards across the organisation.

You will have the opportunity to uplift and enhance the Australian CDC's ICT capability by:

- Supporting the Chief Information Technology Officer (CITO) with timely ICT operational insights, analysis and advice.
- Translating Australian CDC operational needs into clear service requirements within the DHDA shared service model.
- Ensuring Australian CDC ICT activities align with DHDA governance, digital policies and whole of government standards.
- Leading and supporting ICT operational staff delivering end user services, onsite support and digital workplace uplift.
- Providing direction and coordination for ICT support officers, ensuring priorities are clear and aligned with Australian CDC expectations.
- Fostering a collaborative, customer focused team culture.
- Acting as a key ICT liaison between Australian CDC, DHDA Shared Services and managed service providers.
- Monitoring service performance, escalating issues appropriately and influencing improvements through shared service channels.
- Representing Australian CDC's ICT needs in operational governance meetings and coordination forums.
- Working closely with business application owners and DHDA partners to ensure ICT services support core business systems effectively.
- Providing operational coordination for scheduling ICT activities, gathering information, and supporting assurance processes.
- Ensuring ICT staff understand business system dependencies and support continuity of services.
- Overseeing the triage and coordination of ICT incidents, requests and operational tasks delivered through shared services.
- Identifying service trends, recurring issues and opportunities for improvement in partnership with DHDA service leads.
- Maintaining a strong focus on user experience across all ICT support areas.

- Supporting implementation of ICT uplift and modernisation initiatives by providing operational insight, readiness assessments and user engagement support.
- Assisting the CITO in coordinating ICT change management, communications and adoption activities.
- Contributing to building the Australian CDC's ICT capability by helping shape technology-enabled service delivery, improving digital maturity and establishing fit-for-purpose ICT processes and user experience standards across the organisation.
- Preparing high quality ICT performance reports, dashboards and operational summaries for the CITO and senior leadership.
- Consolidating updates across shared services, business applications and ICT operations into clear insights to support decision-making.
- Supporting ICT readiness and prioritisation during public health emergencies or surge events.
- Coordinating urgent ICT requirements, escalations and operational responses in collaboration with DHDA teams.
- Contributing to cross agency ICT working groups and multiagency initiatives as required.

Key capabilities

To succeed in this role, you will demonstrate a strong technical ICT background together with strong leadership skills:

You will:

- Demonstrate expertise and knowledge; and exercise sound judgement in an environment of complex and competing priorities with professionalism and integrity; a strong work ethic; flexible can-do attitude; outcomes-focused and deadline driven.
- Possess significant experience at a senior level, leading a team performing an ICT function.
 - Take personal responsibility for accurate completion of work, showing initiative to seek guidance and escalate issues as required, ensuring outcomes are achieved.
- Demonstrate a willingness to learn, together with a commitment to producing quality outcomes having a keen attention to detail.
- Develop and maintain effective key relationships with internal and external stakeholders to achieve ICT outcomes aligned with agency requirements.
 - Demonstrate effective written and verbal communication skills with the ability to liaise and negotiate effectively and positively with a broad range of stakeholders.
- A comprehensive understanding and strong commitment to customer service principles and practices relevant to ICT service provision in government settings.

Additionally, you will:

- Possess a strong working knowledge and understanding of ITIL and agile guidelines.
- Experience in ICT Service Delivery and best practices, including the implementation and ongoing improvement of IT Service Management (ITSM) functions such as incident management, problem management, change management, and continual service improvement.
- Demonstrate robust technical infrastructure skills, with demonstrated knowledge or experience in application support, cloud technologies, D365, operations, and helpdesk functions.
- A solid understanding of AI concepts, frameworks, and governance models, along with experience using AI enabled tools or platforms to aid automation and operational improvement.

Qualifications

- ITIL Foundation v4 Certification.

Security clearance

Occupants of the role will be required to successfully obtain and maintain a Negative Vetting Level 1 Australian Government Security Clearance.

RecruitAbility minimum requirements

Minimum requirements for this role are:

- The ability to successfully obtain and maintain a Negative Vetting Level 1 Australian Government Security Clearance.
- ITIL Foundation v4 Certification.
- Significant experience at a senior level, leading a team performing an ICT function.
 - Demonstrated effective written and verbal communication skills with the ability to liaise and negotiate effectively and positively with a broad range of stakeholders.
- Robust technical infrastructure skills, with demonstrated knowledge or experience in application support, cloud technologies, D365, operations, and helpdesk functions.
- Experience in ICT Service Delivery and best practices, including the implementation and ongoing improvement of IT Service Management (ITSM) functions such as incident management, problem management, change management, and continual service improvement.
- A comprehensive understanding and strong commitment to customer service principles and practices relevant to ICT service provision in government settings.

RecruitAbility is a scheme which aims to attract applicants with disability and create an equitable, level playing field. All vacancies for the Australian CDC are advertised under the RecruitAbility Scheme.

Applicants with a disability are advanced to a further stage in the selection process if they:

- opt into the scheme
- declare they have disability, and
- meet the minimum requirements of a vacancy advertised under the scheme

Candidates who opt into RecruitAbility are not required to provide specific details of their disability to the panel. More information on RecruitAbility can be found here: [RecruitAbility scheme: A guide for applicants](https://www.apsc.gov.au/working-aps/diversity-and-inclusion/disability/recruitability/recruitability-scheme-guide-applicants) <https://www.apsc.gov.au/working-aps/diversity-and-inclusion/disability/recruitability/recruitability-scheme-guide-applicants>

Application response (single page application)

Your application will be assessed on your ability to demonstrate that you possess, or have the real potential to develop, the required skills, knowledge, experience and qualifications to perform the role. These requirements are based on the information provided to you as part of the job advertisement, in line with the [APS Work Level Standards](#).

Applicants are required to provide a statement of claims framed around the key duties and key capabilities. **Your statement of claims should be no more than one page in total with a font no smaller than size 10. Applications that do not meet these requirements may not be considered.**

Note: panels are encouraged to consider other assessment methods in lieu of or including a one-page pitch.

Eligibility

It is a requirement for anyone who is employed by the Australian CDC to be an Australian Citizen.

There may however be some exceptional circumstances where non-Australian Citizen's may apply, such as an individual who will have their Australian Citizenship confirmed in the days or weeks preceding the closing date of application but before a formal employment offer is made. In these circumstances the candidate should liaise with the Contact Officer of the vacancy to discuss their individual circumstances and confirm whether their application can be accepted.

The successful candidate must be able to obtain and maintain a NV1 security clearance. The successful candidate will be assessed through our pre-employment screening checks, such as an Australian Criminal History Check.

How to apply

Apply by 11:30 pm AEST on Sunday, 31 May 2026

As part of your application, you will need to provide:

- A 'one page pitch' - this statement of claims addressing the key duties and key capabilities is your chance to tell us why you are the right person for the job and what you will bring to the role. We want to know why you want to work at the Australian CDC, why you are interested in the role, how you can add value, and how your skills and experience apply.
 - You will also need to email your resume of no more than 4 pages, including the contact details of at least 2 nominated referees and the Application Form to jobs@cdc.gov.au with the Job reference: 26CDC-OIB-10071 in the subject line of the email to complete your application.

Note: *incomplete applications may not proceed to shortlisting.*

Who to contact

For more information about the role or the recruitment process, please contact our Recruitment team via jobs@cdc.gov.au.

Indicative timeline for recruitment*

Applications open	Date Friday, 22 May 2026
Applications close	Date Sunday, 31 May 2026
Application shortlisting	Date TBC
Interviews	Date TBC

Work environment description

Responsibilities – As detailed in Section 28 of the *Work Health and Safety Act 2011* while at work, a worker must:

- Take reasonable care for his or her own health and safety
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons
- Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act
- Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers
- Complete all WHS related induction and training
- Report all work related incidents and/or illnesses to the WHS Section.

Description	Requirement	Additional information
Administrative		
1. Computer Use	Yes	
2. Generic screen based	Yes	
3. Sitting at desk	Yes	
4. Standing for long periods	No	
Manual handling		
5. Lifting 0-15kg	No	
6. Lifting 15 kg +	No	
7. Climbing	No	
8. Bending	No	
9. Squatting	No	
10. Reaching	No	
11. Push/pull	No	
12. Sequential repetitive movements in short period of time	No	

Description	Requirement	Additional information
13. Manual dexterity/manipulation	No	

Description	Requirement	Additional information
Work environment		
14. Work with others towards shared goals in a team environment	Yes	
15. Works in isolation from other staff	No	
16. Distance walking (i.e. large building or inter-building transit)	No	
17. Works outdoors	No	
18. Works in a call centre environment	No	
19. Works in a customer service environment	No	
Tasks involving		
20. Exposure to chemicals	No	
21. Exposure to biological hazards	No	
22. Working at heights	No	
23. Requirement to wear Personal Protective Equipment (PPE)	No	
24. Requirement for full colour vision	No	
25. Work with energetics and explosives	No	
26. Exposure to petrol, oil, lubricant products that may cause dermatological conditions	No	
27. Exposure to extreme temperatures	No	
28. Confined spaces	No	
29. Exposure to non-ionising radiation	No	
30. Excessive noise	No	

31. Low lighting	No	
32. Dangerous goods/ equipment	No	
33. Exposure to airborne odours	No	
34. Frequent travel - Vehicle	No	
36. Frequent travel - Seaborne	No	
Cyclic workload		
37. Peaks & troughs	Yes	
38. Frequent overtime	No	
39. Rostered shift work	No	